ENDLESS POOLS®
SWIMMING MACHINES

WaterWell™ Operations and Maintenance User's Manual

Table of contents

Start-up and Maintenance Supplies 1

Overview 1

Filling your Pool 1

Pool and Equipment Start-up 2

Keypad Functions and Troubleshooting 3

Balancing the Pool Water 4

Maintenance and Use of Your WaterWell 5

Draining Your WaterWell 7

Winterizing Your WaterWell 7

Water Chemistry Log 8

Included with your Endless Pool WaterWell and packaged with your Water Quality System (WQS) are products to help with start-up and on-going maintenance. These include:

- (1) Container calcium hardness increaser
- (1) Container pH decreaser
- (1) Container total alkalinity increaser
- (1) Pool patch kit "wet"
- (1) Nature 2 cartridge
- (1) Test kit
- (1) Container water clarifier
- (1) Container pH increaser
- (1) Container vinyl cleaner
- (1) Container stabilized chlorine (outdoor pools)
- (1) Spa Wand

A. Overview

The Endless Pool WaterWell is a combination of several independent systems. The primary system maintains the water quality by circulating, filtering, heating, and purifying the water. This "Water Quality System" (WQS) is comprised of the pump, filter, Nature 2 purifiers, and heater. The Hydrotherapy jets and a supplementary pump comprise a second system.

Endless Pools will provide toll free technical support during the installation and start-up of your swimming machine. We encourage you to become familiar with the equipment and components, in order to properly maintain the pool.

B. Filling your WaterWell

Your Pool Water
As with any swimming pool, a WaterWell requires water chemistry monitoring. The water quality system, which includes automated recirculating, heating, filtration and purification, does most of the work for you. However, balancing and maintaining your pool water is essential to the life and health of your equipment.

Your Source of Water
Endless Pools, Inc. recommends testing a sample of water before you begin to fill the pool. Doing so will give you an idea of how suitable your water source is for swimming pool use. Testing the water can be done by using your Taylor test kit. A local swimming pool supply store can also test your water at a minimal charge. Take a copy of the "Water Chemistry Testing Log" with you.

Well Water
Certain geographic areas are high in mineral content. For pools where well water is to be the water source, strong consideration should be given to having water tanked in. Well water often has high iron, calcium, and mineral content which is not ideal for your swimming pool. If well water is the only available source, please call our Customer Service Department, or seek advice from a local pool store.

"Hard" Water and Water Softeners
The phrase "hard" water refers to having high levels of calcium in the water. Many homes that have "hard" water will often have a water softener installed in their homes that lowers the level of calcium in the water. For ideal water conditions in a vinyl liner pool, the calcium hardness level should be between 180-250 ppm. Please call us to discuss your options if you have a water softener and/or high calcium in your water supply.

Nature 2
Sanitation of your pool water is partly accomplished by placing one Nature2 purifier cartridge into the skimmer basket at the front of your pool. The Nature 2 system included in your pool kit significantly reduces the amount of chlorine you'll need to use by adding silver and copper to the pool, which will kill bacteria and algae in the water. This cartridge should be replaced about every four months.

Oxidation and Chlorine Requirements
Nature2 works well as a pool sanitizer, however it does not oxidize or "burn-up" small particles of debris in the pool. Maintaining a minimum level of 0.5 ppm free chlorine in your pool at all times is necessary. Adding 1/2 cup of Clorox a day will add about 0.5 ppm of free chlorine to a standard sized pool. How quickly that chlorine is consumed depends upon water temperature, bather load, and the amount of direct sunlight the pool receives.

Chlorine Stabilizer and Outdoor Pools
Your Taylor test kit comes equipped with testing procedures for cyanuric acid. Cyanuric acid is a chlorine stabilizer, meaning

it protects chlorine from getting broken down by sunlight. If your pool is located outdoors, we recommend using the granular form of stabilized chlorine (Should have an active ingredient of sodium dichlor) instead of Clorox. Another option would be to supplement Clorox by adding cyanuric acid. Either method will necessitate testing for cyanuric acid every two weeks. These chemicals are readily available at any pool supply store.

Chlorine Stabilizer and Indoor Pools
Many customers are sold a stabilized chlorine product for use in their indoor WaterWell. Endless Pools would not recommend this practice, as Clorox bleach is ideal for this setting. Using a stabilized chlorine source is more expensive, and it also requires the periodic testing for cyanuric acid levels. If the level gets too high, it can render the chlorine ineffective, and it may necessitate the partial draining of the pool in order to lower the levels.

Alternatives to Chlorine and Nature2
Although some alternative Sanitization systems can be used with an WaterWell, the following precautions must be followed:

- Under NO circumstances can salt chlorine-generating systems be used in an WaterWell.
- Bacquacil systems damage clear plastic products. Light lenses and pump strainer lids will crack.
- Bromine can be used, but not in conjunction with Nature2.
- Please call Customer Service with any questions about alternate systems.

C. Pool and Equipment Start-Up

The pool is full when the water level is half way up the skimmer mouth. A water level 1/2" or more lower than this can cause air to get pulled through the skimmer into the WQS plumbing lines. This can lead to problems with the filter, and can also cause your heater to work intermittently. A water level 1" or more higher than half way up the skimmer can lead to more water getting splashed out of the pool, as well as water weeping out of the air relief valve on the top of the skimmer body.

Once the pool is full and all connections are made, the water quality system can be started. Verify that the Nature 2 cartridge is installed inside the skimmer-filter.

Your WQS pump is programmed to run continuously, meaning that your pool is receiving automated circulation and filtration (through the skimmer/filter) 24 hours a day. The temperature of your pool is controlled by the up and down keys on your keypad. Additional information about the operation of your WQS is available in the Supplemental Guide.

Test your pool water now with the kit provided and/or take a sample of water to a local pool professional for testing. The test kit provided by Endless Pools tests for chlorine, pH, total alkalinity, calcium hardness and cyanuric acid. While the test kit may first seem intimidating, simply follow the instructions on the underside of the test kit lid. These instructions walk you through each of the tests step by step, and they are color coded with the appropriate reagent bottles to use for that test.

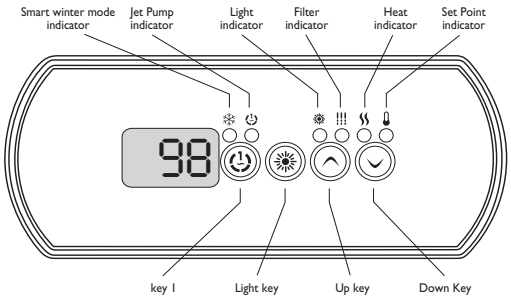
When performing the water quality tests, write down your results on the log sheet provided at the end of this bulletin. We would strongly urge you to make copies of these blank logs for use in the future. Any observations, chemical additions, or actions taken should also be noted. While it may seem a bit tedious, all of this information will prove invaluable in the event of a water quality problem, or when you go to make similar adjustments to the water chemistry in the future.

During this start-up period, which will last a few days, you will need to "Balance" the pool water by following the instructions listed below. After this initial start-up period, the testing procedures and emphasis are a little bit different, and they are explained in the "Maintaining your WaterWell" instructions a few pages later in this manual.

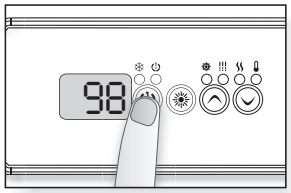
Floating Thermal Cover
Endless Pools, Inc. provides a lightweight cover for the WaterWell, if a retractable security cover has not been purchased. This cover floats on the water surface, insulating the pool while preventing evaporation. Consistent use of this cover will keep the water cleaner, save energy, and help control humidity. The cover should be completely removed from the water before the machine is used. With standard width Endless Pools (7' inside dimension) the cover is shipped in a box with clips along with a 1-1/4" PVC pipe. Replacement covers are available from our Customer Service Department. The cover, once cut to size and installed on the PVC pipe, rolls out onto the water surface.

D. Keypad Functions and Troubleshooting

The Quick Reference Card provides a quick overview of your spa's main functions and the operations accessible with your digital control pad.



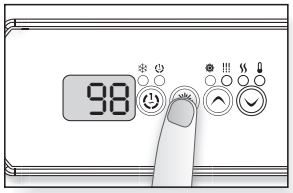
Spa Functions



Key 1
Press Key 1 key once to turn the optional jet pump on. Press it again time to turn jets off.

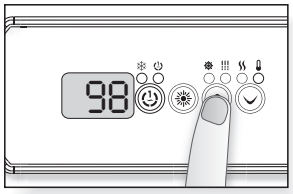
A built-in timer automatically turns pump off after 20 minutes, unless pump has been manually deactivated first.

The "Pump 1" indicator lights up when Pump 1 is on.



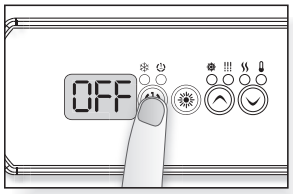
Light Key
Press Light key to turn light on. Press a second time to turn light off. A built-in timer automatically turns light off after 2 hours, unless it has been manually deactivated first.

The "Light" indicator lights up when light is on.



Up/Down Keys
Use Up or Down key to set desired water temperature. The temperature setting will be displayed for 5 seconds to confirm your new selection.

The "Set Point" icon indicates that the display shows the desired temperature, NOT the current water temperature!



Off Mode
This mode allows you to stop all outputs for 30 minutes to perform a quick spa maintenance.

Press and hold Key 1 key for 5 secs to activate the Off mode. Quick press Key 1 key to reactivate the system before the expiration of the 30-minute delay.

While the Off mode is engaged, the display will toggle between OFF and the water temperature.

Troubleshooting

Hr
An internal hardware error has been detected in in.xe. Contact Customer Service.

HL
The system has shut the heater down because the temperature at the heater has reached 119°F (48°C). Do not enter the water! Remove the spa cover and allow the water to cool down, then shut power off and power your spa up again to reset the system.

AOH
Temperature inside the spa skirt is too high, causing the internal temperature in the in.xe to increase above normal limits. Open skirt and wait until error clears.

FLO
The system does not detect any water flow while the primary pump is running. Check and open water valves. Check for water level. Clean filter. If the problem persists, call Customer Service.

Prr
A problem is detected with the temperature probe.Call Customer Service.

OH
The water temperature in the spa has reached 108°F (42°C). Do not enter the water! Remove the spa cover and allow the water to cool down to a lower temperature. Call Customer Service if problem persists.

UPL
No low level configuration software has been installed into the system. Call Customer Service.

Water temperature

In a heating cycle, the system first generates water flow through the heater housing and the plumbing, in order to ensure accurate water temperature readings as well as avoiding heater activation in dry conditions.

After verifying pump activation and taking a water temperature reading if required, the system automatically turns the heater on to reach and maintain water temperature at Set Point.

The "Heater" indicator lights up when the heater is on. It flashes when there is a request for more heat but the heater has not yet started.

Smart Winter Mode

Our Smart Winter Mode protects your system from the cold by turning pumps on several times a day to prevent water from freezing in pipes.

The "Smart Winter Mode" indicator lights up when the Smart Winter Mode is on.

Purge Cycles

The system is programmed to automatically turn on the optional jet pump 4 times daily, for 60 seconds, in order to purge the plumbing lines and keep plumbing lines filtered clean.

E. Balancing the Pool Water

The following steps need to be followed when the pool is first filled, as well as anytime the pool is partially drained and refilled. They will walk you through testing and adjusting the factors affecting the "balance" of the water i.e., the water's total alkalinity, pH and calcium hardness levels.

The level of chlorine inside the pool, as long as it is not above 5ppm, will not significantly affect the following tests and procedures used to balance the pool water. Therefore, if there is no chlorine in the pool at this time, add some. Add 1-2 cups of liquid bleach (any brand is fine as long as it does not have an added scent to it) to an indoor pool. If you have an outdoor pool, add the appropriate amount of granules out of the bag of "stabilized" chlorine. Test for chlorine in a day or two and add more if necessary.

1) Balance Total Alkalinity (TA)

Ideal reading: 100ppm
Acceptable range: 80-120ppm
Raise with: Sodium Bicarbonate (TA increaser)
Lower with: Sodium Bisulfate (pH decreaser)

Method of chemical application:

- Adjusting the level of TA in the pool requires that the chemical be "slugged" i.e. pour chemical in four different spots around the pool with the water calm. Let the water remain calm until the next filtration cycle.
- Retest TA and adjust again if necessary.
- Add less chemical than you think is necessary to effect the desired change. Keep track of how much chemical it took to make that change.

Notes:

Many regions of the country and world will have water with a TA higher than our recommended range. In a lot of cases, it will be desirable to leave the TA alone as any adjustment to it will also tend to affect the pH. The TA is mainly serving as a buffer for the pH. If it is above 120ppm, but lower than 200-250ppm, leave the level alone. It will simply over-stabilize the pH, which is not a problem, especially if the pH is within range or close to being within range.

If the TA is lower than our recommended range, though, we would recommend increasing it to at least 80ppm. Once again, the TA serves mainly as a buffer for the pH and if the TA is too low, the pH level in the pool can change very rapidly causing bather discomfort and damage to the pool and pool equipment.

Once the TA is within a tolerable range, move on to adjusting the pH in the pool. You should find that the TA will be slow to change—for this reason, test for it once a week as detailed in the "Maintenance and Use of your WaterWell" instructions found later in this guide.

2) Balance pH

Ideal reading: 7.5
Acceptable range: 7.4-7.8
Raise with: sodium carbonate (pH increaser)
Lower with: sodium bisulfate (pH decreaser)

Method of chemical application:

- Measure out and pour your dosage of chemical directly into the pool. Test and apply more chemical as necessary.

Notes:

It is very important to keep the pH within range. If the level is too low, severe damage can occur to the pool liner and the submerged hydraulic motor, and the pool equipment. If the level is too high, damage can occur to the liner, and it can make the water prone to "scaling," when minerals and metals dissolved in the water will be dropped out of solution and on to the benches and liner. Having the pH too high or too low may cause bather discomfort in the form of eye or skin irritation.

The pH will change slowly over the course of a week or two. The number of bathers and the type of chlorine used are just two factors that will cause the pH to change. For this reason, pH should be tested three times a week and adjusted as needed. See the "Maintenance and Use of your WaterWell" instructions found later in this guide for further details.

Once the pH is within range, move on to adjusting the calcium hardness.

3) Balance Calcium Hardness (CH)

Ideal reading: 180ppm
Acceptable range: 175-250ppm
Raise with: calcium chloride (calcium hardness increaser)
Lower with: water containing less calcium (softened water)

Method of chemical application:

- Fill a clean, five gallon bucket with pool water and dissolve the dosage of calcium into this water. Do not mix this solution with your hands. Pour the solution in to the swim current, and let the current circulate the water in the pool for a few minutes. Wait a few hours, test again, and add more calcium if necessary. Once again, always add less chemical than you think will be necessary to effect the desired change.

Notes:

As with TA, many regions will have higher CH than what is specified by our recommended range. If it is available, partially filling the pool with softened water will dilute the calcium content and essentially lower the CH level inside the pool. If softened water is unavailable, perhaps water tanked-in from an outside source would be the best option for you. If this not possible either, we would strongly suggest adding the "sequestering agent" sent with the pool. This chemical helps the water hold all of its dissolved materials in solution, including metals and calcium content. The main concern with having CH levels too high is that the calcium may deposit out of solution—a sequestering agent will help prevent this.

Calcium hardness will tend to slowly increase over time as water evaporates from the pool and leaves its calcium behind. Periodic testing of CH is detailed in the "Maintenance and Use of your WaterWell" instructions below.

F. Maintenance and Use of Your WaterWell

Your Nature2 copper/silver purification system will help disinfect the water but it will not keep the pool clean and clear by itself. Nature2 is designed to be used in conjunction with chlorine. We recommend getting into a routine that involves adding a measured amount of chlorine either after you swim or at the very least every other day. This measured amount depends on pool use. One person swimming every day for 30 minutes might add 1/2 cup of Clorox after each swim. This small amount should maintain the required 0.5 to 1.5 ppm chlorine residual. Heavier use and use by children generally requires more chlorine. Adding 1 cup of Clorox bleach to a standard-sized WaterWell raises the chlorine level by about 1 ppm. It is safe to swim in any pool where the chlorine level is between 0.5 to 3.0 ppm free chlorine.

Recommended Maintenance Schedule

Daily:
- Test for free chlorine (FC) after you swim, or at least a few times a week. Add chlorine to maintain FC levels between 0.5 - 1.5 ppm. As you become familiar with the chlorine demand for your pool, you will find that you may not have to test for chlorine as frequently in order to maintain a minimum level of 0.5ppm.

Twice a week:
- Check and adjust water level. Again, the water level should be half way up the skimmer. A water level higher than this will cause the air relief port on the top of the skimmer body to leak water.
- Test for pH at least twice a week. Broadcast (i.e. pour chemical into current) pH increaser or pH decreaser to maintain levels between 7.4-7.8.

Weekly:
- Test for total alkalinity (TA) once a week. Slug (i.e. pour chemical in 4 spots around pool with water calm) TA increaser or pH decreaser to maintain levels between 80-120. If TA is too high, it is usually not necessary to decrease as it merely serves as a buffer for the pH and will not cause damage in the pool.

- Test for total chlorine (TC) once a week. If the test for TC yields a result that is significantly higher than level of FC (i.e. the solution gets noticeably more pink) then you have a significant amount of combined chlorine (CC) in the pool water. Combined chlorine generates a heavy chlorine odor, and can cause bather discomfort in the form of eye and skin irritation. If you have significantly more total chlorine than you do free chlorine, then it is time to shock the pool (i.e. add enough chlorine to get the FC between 3-5ppm, but don't swim until FC falls below 3ppm). Shocking the pool should burn off the combined chlorine.

Every two weeks:

- Test for calcium hardness (CH) once every two weeks. Predissolve calcium hardness increaser (i.e. fill a 5-gallon bucket with pool water and dissolve calcium in bucket) then pour the solution into the current to keep levels between 175-250 ppm. If CH is too high, it can only be decreased by adding water with less calcium (i.e. softened water).
- If you have an outdoor pool, or if you use stabilized chlorine (i.e. sodium dichlor or sodium trichlor), test the cyanuric acid (CYA) level every two weeks. Maintain levels between 20-50 ppm. If CYA is above 80 ppm, the pool should be partially drained and refilled, or un-stabilized chlorine should be temporarily used in place of the stabilized. If CYA is above 100ppm, the pool should be partially drained and refilled.

Every two months:

- Remove and clean the filter cartridges that are located inside your skimmer. To access the filters, first turn off your circulating pump button (key 1) on your keypad, then remove the skimmer weir (flapper), skimmer basket, and Nature2 cartridge, and then remove the diverter plate just beneath the basket. Reach in and pull out the top filter. There is an identical filter beneath the top filter, remove that as well. The filter cartridges can be cleaned either by just rinsing them off or by using a filter-specific detergent. Once they have been cleaned, simply place the filters back in the skimmer body and reinstall the diverter plate, skimmer basket, and skimmer weir. After several uses, the cartridges will need to be replaced, and new filter cartridges can be purchased on our Customer Service website, myendlesspool.com. Your circulating pump turns back on automatically after 30 minutes.

Every four months:

- Remove the Nature2 cartridge located in your skimmer/filter, discard, and install a new one. Because this needs to be done every four months, it is best to coordinate this around the cleaning of your filter cartridges (see "Every two months" above). New Nature2 cartridges can be purchased on our customer website, myendlespool.com.

As Needed:

- Clean the water line around the perimeter of the pool and the underside of the cover as needed. Body oils and mold may build up slowly in these areas and should be cleaned off periodically.
- The spa wand we provided with your pool can be used to help remove any debris that has settled on the floor of the pool floor.
- If you happen to get cloudy water, or if the liner feels slippery, it likely means that you have algae in the pool. A vinyl liner pool brush and pole may be purchased in order to wipe down all the surfaces in the pool, Increasing free chlorine level temporarily to 5 ppm will help, as will maintaining the free chlorine level in the pool at 3 ppm until the water is clear. Test the chlorine level frequently during this time.
- If you have selected the gas heater for your WaterWell, we would encourage you to have the heater serviced on a yearly basis. This is very important if you have elected to put the gas heater outdoors or if the pool is drained for extended periods of time.

G. Draining Your WaterWell

1) Disconnect electrical power to all pool equipment.

2) Begin to drain down pool water by placing a suitable sump pump in the pool, or by setting up a siphon using a garden hose. If using a siphon, two or more hoses may be used simultaneously in order to expedite the process.

3) If you have the Optional Interior Entry Steps, they should be unfastened from the panel and shifted away from the corner enough to allow the liner to pull in toward the pool a little bit. If you have a corner step, remove the step as the water level lowers to the top of that step.

4) Continue draining pool until 6" of water is remaining in the pool. Do not drain further than this as the liner needs this much water in order to be held stretched out and in place. If you are leaving the water like this for an extended period of time, add chlorine and possibly an algaecide in order to minimize the clean-up required before refilling the pool.

5) When you are ready, refill the pool using a garden hose with a "bobby filter" on the end to screen out debris and fine sediment. If you do not have one of these filters, contact Endless Pools Customer Service. If you have high calcium content and/or high metal content in you area, you should also add some "sequestering agent" to the pool water to help prevent scaling/ staining. You may also be able to find both of these items at a local pool store.

6) The pool is full when the water level is half way up the skimmer mouth. Reestablish electrical power to the pool equipment, and start balancing the pool water. Shock the pool to 3.0 ppm free chlorine. Turn on your WQS in order to get your new body of water filtered, circulated, and heated.

H. Winterizing Your WaterWell

A WaterWell may be used year round, even in colder climates. If you will not be using the pool during the winter in an area where freezing is a problem, special consideration must be taken to protect the pool and ancillary equipment if either is located outside. If you have any questions regarding precautions to take against freezing, please call our Customer Service Department at (800) 910-2714.

WaterWell Water Chemistry Testing Log						
Date	**Chlorine** (ppm)	**pH** (ppm)	**Total Alkalinity**	**Calcium Hardness** (ppm)	**Water Temp**	**Notes / Action Taken**

Recommended chlorine level: .5 to 1.5 ppm
Recommended shock level 3-5 ppm chlorine

pH: recommend 7.5, range 7.4 to 7.8
Raise pH: Sodium Carbonate (soda ash) / Lower pH: Sodium Bisulfate

Total Alkalinity (TA): recommend 100 ppm, range 80 to 120 ppm
Raise TA: Sodium Bicarbonate / Lower TA: Sodium Bisulfate
* 3/4 cup raises Total Alkalinity approximately 10 ppm in a standard-sized WaterWell

Calcium Hardness (CH): recommend 180 ppm, range 175 to 250 ppm
Raise CH: Calcium Chloride / Lower CH: add fresh water

* 1/2 cup raises CH approximately 10 ppm in a standard-sized WaterWell

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Endless Pools® WaterWell Limited Warranty

ENDLESS POOLS, INC. WARRANTS TO THE ORIGINAL PURCHASER OF THE WaterWell MANUFACTURED BY US TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR TWO YEARS FROM PURCHASE.

Our obligation under the warranty shall be limited to the repair or exchange (at our option) of any part or parts which may thus prove defective under normal use within two years from date of purchase by the original purchaser, and which our examination shall disclose to our satisfaction to be thus defective. All labor costs for removal and re-installation of the defective part and all freight charges shall be paid by the purchaser and will not be reimbursed by Endless Pools, Inc. This warranty is expressly in lieu of all other warranties expressed or implied including the warranties of merchantability and fitness for use and of all other obligations or liabilities for all damages direct or consequential to person, property or business whether or not occasioned by our negligence, and we neither assume for us any other liability in connection with the sale of this WaterWell.

IN ADDITION, ENDLESS POOLS, INC. OFFERS A TEN-YEAR STRUCTURAL WARRANTY ON THE STEEL WALL PANEL SYSTEM. If a panel should deteriorate beyond structural use in this ten-year period, we will repair or replace the panel at our option after receipt and inspection of the defective panel. The structural warranty is voided when suitable drainage is not provided, and/or panels are not properly bonded, as stipulated in the installation instructions.

THIS WARRANTY SHALL NOT APPLY TO THIS WaterWell OR ANY PART THEREOF, WHICH HAS BEEN SUBJECT TO SALT CHLORINE GENERATORS, ACCIDENT, NEGLIGENCE, FREEZING, IMPROPER INSTALLATION OR OPERATION, ALTERATION, ABUSE OR MISUSE. THIS INCLUDES, BUT IS NOT LIMITED TO, FLOW RESTRICTIONS OR OBSTRUCTIONS ON ALL WATER AND HYDRAULIC SYSTEMS AND NOT MAINTAINING PROPER WATER CHEMISTRY (pH level must be maintained between 7.4 and 7.8 and total alkalinity between 80 and 120 ppm. Total dissolved solids (TDS) must be no greater than 3,000 ppm).

We make no warranty whatsoever in respect to accessories or parts not supplied by Endless Pools, Inc. directly. The term "original purchaser", as used in this warranty, shall be deemed to mean the person for whom the WaterWell was originally installed. We DO NOT warrant this machine to meet requirements of any safety code of any state, municipality, or other jurisdiction. Purchaser assumes all risk and liability whatsoever resulting from the use thereof.

In order to claim this warrant, original purchaser must promptly notify our Customer Service Department in writing of the existence of the claim and then follow our written instructions regarding the procedures for remedying the defect. Endless Pools, Inc. shall not be responsible for cartage, transportation, removal and/or reinstallation labor or any other such costs relating to performance of the warranty. In the event any portion of this warranty shall be deemed unenforceable by a court of law, the remainder of this warranty shall remain in full force and effect as if the voided portion were never included.

Prepaid returns of all WaterWell products are accepted less a 10% restocking fee, up to 30 days from the date of purchase if undamaged and in its original shipping containers. Accessories, options and equipment that have been used are non-refundable. Before returning any product, you must call our Customer Service Department to receive proper return authorization.

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ENDLESS POOLS®
SWIMMING MACHINES

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